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Docket No.

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Serial No.

**08/919,450**

Filing Date

**08/28/1997**

Examiner

**Nguyen, Cuong H.**

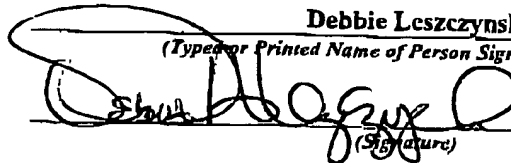
Group Art Unit

**3625**Invention: **SYSTEM AND METHOD FOR COMPUTER-AIDED TECHNICIAN DISPATCH AND COMMUNICATION**I hereby certify that this Substitute Response to Office Action (9 pages)

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